

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

Office of MN.IT Services @ Minnesota Department of Health

Project Title: Minnesota Department of Health (MDH) Licensing Systems Analysis

Category: Analyst

Business Need

MDH has multiple licensing systems in their divisions. Several requests for replacement of these systems have been submitted to MNIT@MDH and are in the MDH IT project portfolio. The MDH Executive Steering Committee (ESC) that oversees IT projects requested that an analysis be done of all the licensing systems in the divisions that have submitted requests for replacement systems. These divisions include Environmental Health, Health Regulations, and Health Policy. ESC would like to examine the possibility of MDH combining licensing systems instead of re-building silos specific to each division.

Project Deliverables

This contract is specifically for hiring an IT Business Analyst to review the MDH licensing systems and deliver the following: scope definition, project plan, system functions and workflow, what the in-scope systems have in-common, gaps in functionality, recommendations on the best way to close the gaps in the functionality to combine systems, and documentation of all results. A report of the findings and recommendations shall be presented to ESC at the conclusion of this contract.

1. Determine scope - what specific licensing systems will be included in the analysis.
2. Detailed project plan with specific delivery dates for scope document, analysis of system functions and workflows, analysis of in-common functionality that can be shared, identifying gaps, and recommendations for closing gaps and combining systems.
3. Meet with business subject matter experts and IT Application Support staff to gather information on systems functions and workflows.
4. Determine what functionality could be shared.
5. Determine gaps in the systems functionality and workflows.
6. Recommendations on best way to close the gaps and combine systems.
7. Documentation of all results and findings.
8. Report of the findings and recommendations.

Participant Groups and Preliminary Scope

Three divisions have submitted projects for replacement of their licensing systems. They include:

- Environmental Health systems:
 - XRAY
 - RMU (Radioactive Materials Unit)
 - Asbestos Program
 - Lead Program
 - Food Manager registration
 - Sanitarian registration
 - Youth Camp registration
 - Indoor Air Quality
 - EHS State Hospitality Fee
 - Well Contractor licensing
 - Food, beverage, and lodging licensing
 - Manufactured Home Park and Recreational Camping Area licensing
 - MNDWIS (Central Cashier only)
 - DWP Plan log (Central Cashier only)
 - EHS Plan log
- Health Regulations systems:
 - Managed Care
 - Licensing & Certification
 - Mortuary Science
 - Health Occupations Program
 - Body Art
 - Home Care Licensing & Certification
- Health Policy systems:
 - Health Care Homes Certification

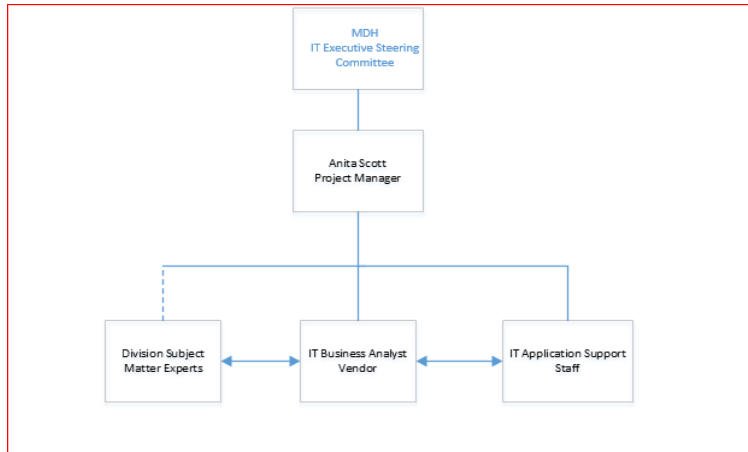
Project Milestones and Schedule

- The anticipated project begin date is April 6, 2015.
- A detailed project plan with key deliverable dates, as well as tasks that will be completed by those dates will be created by the vendor upon their selection for this contract. MNIT@MDH management must approve the detailed project plan prior to changing deliverables or payments.
- The primary deliverables will include analysis of the licensing systems at MDH to determine scope, system functions and workflow, what the in-scope systems have in-common, gaps in functionality, and recommendations on the best way to close the gaps and combine systems. Documentation of all results is required. A report of the analysis findings and recommendations shall be presented to ESC at the conclusion of this contract.
- All deliverables must be completed by August 31, 2015.
- A time frame for the completion and payment of each deliverable will be finalized during the contract negotiation phase.

Project Environment

The MN.IT Services project manager will be Anita Scott. The vendor will develop a detailed project plan with deliverables and timelines and work collaboratively with the project manager to make changes as necessary.

Organizational Structure for this project



Project Requirements

- Necessary access to IT and business staff, existing software, programs, databases and the network will be provided by MN.IT@MDH and MDH as required.
- Compliance with the Statewide Enterprise Architecture
- Compliance with Statewide Accessibility Standards
- Compliance with Statewide Project Management Methodology
- Compliance with applicable industry/agency standards

Responsibilities Expected of the Selected Vendor

The selected contractor will:

- Provide resources to include the following roles:
 - IT Business Analyst—To review the licensing systems at MDH to determine scope, analyze system functions and workflow, determine what the in-scope systems have in-common, determine gaps in functionality, make recommendations on the best way to close the gaps in the functionality to combine systems, and provide documentation of all results. A report of the findings and recommendations shall be presented to MDH ESC at the conclusion of this contract.
- Provide a project plan with milestones for completion of all major tasks within the first two weeks of the contract period. Create a risk register and issues log to be maintained throughout the project.
- Meet with business subject matter experts and IT Application Support staff to gather information on systems functions and workflows.

- Conduct weekly check-in meetings with the MNIT@MDH Manager to provide updates on the project plan, discuss any issues and/or ideas that may positively or negatively impact the deliverables.
- Provide all deliverables in the deliverables section of this document using Microsoft Project for the project plan and vendor templates for scope definition, system functionality and workflow documentation, gap analysis, final results & recommendation document, and final report document.

Required Skills (to be scored as pass/fail)

Required minimum qualifications: **IT Business Analyst**

- Approved in the SITE Analyst category
- At least 7 years in active Analyst role
- At least 3 years Project Management experience

Desired Skills (Additional Knowledge)

- At least 2 years working with Health regulation, certification and licensing systems
- Experience with government licensing systems
- Demonstrated experience in understanding the State's business systems and make recommendations on solutions that most effectively addresses the needs of the business
- Demonstrated experience in facilitation of communications with groups or individuals and ability to bridge the gap between the business needs and the technical solution
- Demonstrated experience to provide recommendations and options

Process Schedule

Deadline for Questions	March 9, 2015, 3:00PM CT
Anticipated Posted Response to Questions	March 12, 2015, 12:00PM CT
Proposals due	March 19, 2015, 4:00PM CT
Anticipated proposal evaluation begins	March 23, 2015, 8:30AM CT
Hold interviews as needed	March 27, 2015, 8:30AM CT
Anticipated proposal evaluation & decision	March 30, 2015, 3:00PM CT

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Anita Scott
 Organization: MN.IT @ Minnesota Department of Health
 Telephone Number: 651-201-4410
 Email Address: anita.scott@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

- Company 5%
- Experience 30%
- Three client references 5%
- Work Plan 20%
- Cost 30%
- Additional Knowledge 10%

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. **Cover Page**
 - Vendor Name
 - Vendor Address
 - Vendor City, State, Zip
 - Contact Name for Vendor
 - Contact's direct phone/cell phone (if applicable)
 - Contact's email
 - Resource Name being submitted
- Introduction
- Company overview
 - a) Company history, growth
 - b) Current financial data if publicly available
- Three client references
- Project Overview
- Detailed response to "Project Requirements"
 - a) Description of the vendors' understanding of the need and explanation of their proposed solution for completing the work as outlined in the "Project Deliverables" section of this document.
 - b) List any project requirements you cannot meet and explain why they cannot be met.
- Project Approach
 - 1) Organization and staffing
 - 2) Draft work plan
 - 3) Contract/change management procedures
 - 4) Project management
 - 5) Documentation of progress such as status reports
- A preliminary work plan describing high-level deliverables, identifying responsible staff and a timetable for delivery

2. Overall Experience:

1. Provide narrative, including companies and contacts where your resource has demonstrated the required skills as previously noted. If pass/fail requirements are not met, the State reserves the right to discontinue further scoring of the proposal.
2. Points will also be awarded based on the desired skills noted above. Provide one paragraph which highlights the resource's desired skills noted above.
3. Attach a resume(s) for proposed resource(s) in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant.
4. Also include the name of three references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.

3. Conflict of interest statement as it relates to this project

4. Additional Statement and forms:

required forms to be returned or additional provisions that must be included in proposal

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
5. Veteran-Owned/Service Disabled Veteran-Owned Preference Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
6. Resident Vendor Form (if applicable) <http://www.mmd.admin.state.mn.us/doc/residentvendorform.doc>

Proposal Submission Instructions

- Response Information:
Please submit via email to:
Anita.scott@state.mn.us
Label Response: MDH Licensing Systems Analysis
- Submissions are due according to the process schedule previously listed.
- A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.
- You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organizational conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/oet/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of

Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation.** Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."